North Carolina Immunization Registry (NCIR)

Reporting and Returning Expired Vaccine (Non-COVID-19 Vaccine)

User Guide

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Background on Expired Vaccine

Expired Private Inventory vs. Expired Public Inventory

- You can modify your expired <u>private</u> inventory on your own.

- Expired <u>state supplied </u>inventory must be:
    1. Physically on hand (accounted for) or not physically on hand (unaccounted for), expired/spoiled public vaccine must be documented in the NCIR.
    2. Unaccounted for vaccine must be reported to the Immunization Branch.
    3. Vaccine that is physically on hand must be returned to McKesson.

Expired State Supplied Vaccine
1. **Vaccine Physically on Hand**: vaccine that is physically located at your facility (counter/box)
2. **Vaccine not on Hand**: vaccine that is no longer located at your facility
3. **A combination of doses on hand and some that can not be located**: Some of the vaccine is physically on hand at your facility and some cannot be located

Scenario 1: Expired Public Vaccine IS Physically On-Hand

Process

1. Document the vaccine expired as expired in the NCIR

2. Wait for the following items:
   - Wasted/Expired Report that will be **emailed** from the Immunization Branch with a specific Vaccine Return ID number for your vaccine
   - **Emailed** shipping labels from McKesson, these ship the expired vaccine back to McKesson.

Scenario 2: Expired Public Vaccine is No Longer On-Hand

Quick Notes

- The most common reasons for this discrepancy:
    - Vaccine was administered physically but not documented in the NCIR
    - An immunization (from an earlier date) was deleted from a shot record and can not be found in the physical inventory
- These doses are considered unaccounted doses so please remember to document all doses administered into the NCIR.

Process

1. THE ONLY THING you need to do is contact the NCIR Help Desk at 877-873-6247 and ask them to remove the vaccine from inventory.

Scenario 3: Some Expired Public Vaccine is Physically On-Hand and Some Is Not

Quick Notes

- The most common reason for this discrepancy is that the vaccine was administered but not documented.

Process

1. Document in the NCIR the expired vaccine you have **physically** to send back

2. Call the Help Desk and ask them to remove the remaining unaccounted doses from your NCIR inventory.

3. Ship the returnable vaccine to McKesson (with required labels)

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Steps to Document Expired Vaccine

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1. It's a good idea to count your expired vaccines before you begin the process to document them in the NCIR. This helps ensure that the physical count of vaccines matches what the NCIR reports your facility as having on hand.

2. Click **Manage Transfers**

Audience

Administrator

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Step 2 of 5: Create New Transfer

1. You should get a pop-up for the expired vaccine. Click **OK**.
2. Click **New Transfer**.
3. Click **Transfer All Expired.**

Step 3 of 5: Enter Expired Dose Quantity

1. In the **Transfer Quantity** box, enter the number of doses that you are PHYSICALLY sending back. Make sure this number matches EXACTLY what the NCIR says you have (Quantity Available).

2. If it matches, move to the next step.

3. If the numbers DO NOT match call the NCIR Help Desk at 877-873-6247 and ask them to remove the excess doses from your inventory

4. Enter a **Preventive Action** (e.g. "Use before expires").

Audience

Administrator

Transfer Quantity · Quantity Available · Preventive Action

Remove	Transfer Quantity	Trade Name	Vaccine Group	Lot Number	Quantity Available	Active	State	Expiration Date	* Preventive Action
☐	10	Boostrix	Td - Tdap/Pertussis	AC52B056BB	10	N	Y	07/01/2012	
☐	7	Boostrix	Td - Tdap/Pertussis	AC52B060CA	7	N	Y	09/17/2012	

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Step 4 of 5: Print Packing List

1. Click **Save** (and make sure you see the blue "Saved Successfully" message).
2. Click **Packing List**.
3. Print the Packing List. You MUST do this in order to finish the transfer. (This will popup in a separate window, if you have your popup blocker on, click **Allow**).

Audience

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Step 5 of 5: Ship Transfer

1. Click **Ship**
2. Verify ship date (do not change the date)
3. Click **Ship** again.
4. Look for the "**Transfer Successfully Shipped**" message

Audience

Administrator

After Completing the Transfer

After Completing the Transfer

Wait **1-2 business days** until you receive TWO emails to help you ship your expired or spoiled vaccine back to McKesson

Administrator

- A Wasted/Expired Vaccine report and instructions email from an Immunization Branch Representative- this form includes a Vaccine Return ID Number that is **required** to process the return.
- A Shipping Label from McKesson- this will also arrive by email

Reminder: ALL State Supplied Expired/ Spoiled vaccines will be returned to McKesson for processing (EXCEPT COVID-19 VACCINE), unless it is an open multi-dose vial (waste on site).

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What to Look For

To: Vaccine Shipping Contact

This email is to provide instruction for a new process to return expired state supplied vaccines to McKesson. Please read the instructions listed below carefully and should any questions arise please contact the NCIR Help Desk at NCIRhelp@dhhs.nc.gov

YOU WILL RECEIVE THE FOLLOWING INFORAMTION VIA EMAIL:

1. Wasted/Expired Form (included in this email) with the REQUIRED codes for you to return the expired vaccine to McKesson.
2. UPS Shipping Label email from McKesson (included in separate email- See Below for example)
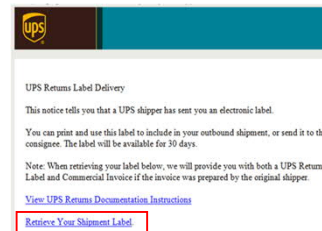
   ** If you do not receive this email from McKesson within 1-2 business day please contact the NCIR Help Desk at NCIRhelp@dhhs.nc.gov **

Step 1: Print the Wasted/Expired Form attached to this email and include in the box when the expired vaccines are returned to McKesson.

Step 2: Open the email from McKesson containing the UPS shipping label, click the "Retrieve Your Shipment Label" link to print your return label, and follow the remaining instructions.

The following is an example of the email from McKesson containing the shipping label for your return. _____ as this message was received, wi

Emailed Instruction Sheet from the Immunization Branch will look like this

From: McKesson Specialty Care Dist
Sent: Tuesday, March 22, 2016 9:08 AM
To: NCIP Provider

UPS Returns Label Delivery

This notice tells you that a UPS shipper has sent you an electronic label.

You can print and use this label to include in your outbound shipment, or send it to the consignee. The label will be available for 30 days.

Note: When retrieving your label below, we will provide you with both a UPS Returns Label and Commercial Invoice if the invoice was prepared by the original shipper.

View UPS Returns Documentation Instructions

Retrieve Your Shipment Label

Email containing the shipping labels will look like this, only click "Retrieve Your Shipping Label" link

Provider's Address   1 LBS   1 OF 1
                            RS

SHIP TO:
MCKESSON SPECIALTY CAR
VACCINE: MEMPHIS
4100 QUEST WAY
MEMPHIS TN 38115

TN 381 9-01

UPS GROUND
TRACKING #: 1Z 2R4 383 90 9000 7645

Reference No.1: 0600404790

Shipping labels will look like this

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Where to Go for More Help?

Questions?

Contact your Regional Immunization Program Consultant (RIC)
The RIC Coverage Map with contact information is located on the Immunization Branch website:
https://www.immunize.nc.gov/contacts.htm

NC Vaccines Help Desk
1-877-873-6247
(Monday – Friday 7:00 AM – 7:00 PM ET and Saturday 8:00 AM – 4:00 PM ET)
https://ncgov.servicenowservices.com/csm_vaccine?id=immunizations&sys_id=69f035b11b037c9099510f6fe54bcbee

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Appendix

NCIR Roles

NCIR Role	Role Definition	Corollary Role in CVMS
Reports Only	This person in NCIR is only able to search for clients and view/print client specific records.	N/A
Typical User	Person who can manage, including add and edit, clients in NCIR, as well as manage inventory and ordering. This role also has all of the functionality of the Reports Only role.	Healthcare Provider
Inventory Control	Person who can manage inventory and ordering, as well as all of the functionality of the Typical user and Reports Only roles.	N/A
Administrator	Person who can manage organization users, sites, and clinicians in NCIR. They run practice-level reports, including reminder/recall. This role also has all of the functionality of the Reports Only, Typical User, and Inventory Control roles.	Location Manager